

## ATRIUM HOMES

### Minutes of Meeting of the Board held on Tuesday 25 April 2023

At 6:00 p.m. at 14 Central Avenue and via Zoom

**Present:** Joe Keen, Alistair Reid, Carolyn Hope, Steven Fraser, Julie Templeton, Craig Leitch, Dominic O'Donnell, Maureen Gimby, Ron Sharpe

**Attending:** Joyce McCroskie (Director of Operations, DoO), Barry Lees (Director of Investment, DoI), Shannon Watson, Chief Executive (CX)

**Chair:** Joe Keen

The Chair opened the meeting asking everyone to confirm that they had read and understood the papers which had been circulated via DropBox the week prior to the meeting.

The Chair confirmed that the meeting was quorate.

*Confirmed*

Item	
<b>1</b>	<b>Apologies</b>
	Ken Tudhope (leave of absence), Alan White
<b>2</b>	<b>Declarations of Interest</b>
	None noted
<b>3</b>	<b>Minutes of Meeting on 28 March 2023</b>
	The minutes of the meeting of the Board held on 28 March 2023 were reviewed and approved. <i>Approved for publication</i>
<b>4</b>	<b>Matters Arising</b>
<b>4.a</b>	Board noted the updates given on actions arising from previous meetings, and progress made to date. <i>Noted</i>
<b>4.b</b>	Board noted that Atrium is up to date with all compliance requirements. <i>Noted</i>
<b>5</b>	<b>Applications for Membership</b>
	Board noted that applications for membership received from two individuals were put to the meeting and the Board approved these. <i>Approved</i>
<b>6</b>	<b>Internal Management Plan for 2023/24 ("IMP")</b>
	<p>CX noted that the text for the IMP had essentially remained unchanged from the draft version which was presented to Board at the February meeting, with the key changes being the updated action plan for 2023/24.</p> <p>Board members queried whether comments in the report on meeting Net Zero Targets were realistic. It was noted that at present there is no ideal solution available to the RSL market which is affordable for either the RSLs or their tenants long-term. Atrium would however aim to ensure that any investment in tenants' homes over the next few years to improve the energy efficiency of those homes would be taking steps towards the net zero targets until a viable large-scale solution becomes available.</p> <p>Board queried what investment was anticipated on the new build properties owned by Atrium, and it was clarified that these properties will soon be of an age where their</p>

	<p>components will start needing to be replaced. Management does not anticipate that investment in the fabric of these properties will be needed.</p> <p>Management confirmed that changes to timescales for investment in properties included in the Homes Fit for 21<sup>st</sup> Century Living Standard (HFF21CLS) programme would be communicated to tenants as soon as these were clearer.</p> <p>Management confirmed that the high level targets will be translated into operational targets for each of the teams, and that progress on achieving these targets will regularly be reported to the Sub-Committees, with Board receiving updates during the year.</p> <p>It was noted that the Target Date for review of the Common Allocations Policy should be amended to reflect the extended timescales arising from the partnership working process with East Ayrshire Council which is the lead organisation on the common housing register, as previously advised to Board</p> <p>Board approved the contents of the document and the high level targets for 2023/24 included at Section 6 of the document, which includes the steps necessary to review Atrium's investment plans for its tenants' homes.</p> <p style="text-align: right;"><i>Approved</i></p>
<b>7</b>	<b>Annual Procurement Report</b>
	<p>DoI presented the Annual Procurement Report which reports on regulated procurement activities undertaken during the year ended 31 March 2023. It was further noted that this report will be published on the website and made available to the Scottish Government.</p> <p>A Board member queried how the total value of contracts sub-contracted to SMEs had been arrived at and it was confirmed that this relates to contracts with businesses which are noted as SMEs on the Public Contracts Scotland portal.</p> <p>A further question was asked regarding how we monitor the Community Benefit elements of the contracts procured and DoI noted that a report is submitted to the Investment Sub-Committee quarterly. With regards to the employment clause, it was noted that one of our contractors has been successful in using the Kickstart employability scheme which aims to bring anyone who has been out of work back in to employment.</p> <p>Board approved the report for publishing.</p> <p style="text-align: right;"><i>Approved</i></p>
<b>8</b>	<b>Risk Appetite</b>
	<p>CX reported that not all Board members had yet returned the survey responses on Risk Appetite for 2023/24 and so this item would be delayed until the May meeting.</p> <p style="text-align: right;"><i>Report delayed</i></p>
<b>9</b>	<b>Eviction Updates</b>
	<p>Board noted the contents of the paper which provided updates on two evictions previously approved.</p> <p style="text-align: right;"><i>Noted</i></p>
<b>10</b>	<b>Complaints, GDPR and FOI</b>
	<p>Board considered the contents of the report. CX noted that the report now included the number of compliments that staff had received from customers in the year.</p> <p>It was noted that a number of complaints regarding the quality of a contractor's work had been received in the fourth quarter. Most of these complaints were upheld by Atrium's staff and in each instance staff had worked with the tenant and the contractor to ensure that the issues were resolved quickly.</p>

	<p>Management confirmed to Board that a joint inspection between Atrium, the tenant and the contractor is carried out at the end of each period of HFF21CLS upgrade to a home before the works are signed off and paid for by Atrium. Management also noted that tenants receive notice of work to be done approximately four weeks ahead of the planned start, then at seven days and again two to three days before the contractor is due to start on site.</p> <p style="text-align: right;"><i>Noted</i></p>
<b>11</b>	<b>Health &amp; Safety (Standing Item)</b>
	<p>Management noted that there were no incidents to report to Board.</p> <p style="text-align: right;"><i>Noted</i></p>
<b>12</b>	<b>Any Other Competent Business</b>
<b>12.a</b>	<p>CX confirmed to the Board that Nicola McKeand of the Scottish Housing Regulator was due to visit Atrium's offices on 18 May 2023. This visit is part of a regular cycle of reviews of a sample of 11 RSLs.</p> <p>At the meeting SHR will be reviewing Atrium's processes for preparing the Annual Assurance Statement which is submitted to SHR in October each year as well as reviewing how the Board assures itself that all requirements for tenant and resident Health &amp; Safety are being met.</p> <p style="text-align: right;"><i>Noted</i></p>
<b>12.b</b>	<p>Board considered the results of the Doodle Poll for availability to attend a tour of Atrium's stock, and the date of <b>20 June 2023</b> was agreed.</p> <p style="text-align: right;"><i>Date Confirmed</i></p>
<b>13</b>	<b>Date of Next Meeting – Tuesday 23 May 2023 at 6:00 p.m.</b>
	<p>CX reminded Board members that this is one of three meetings during the year where Board members are encouraged to attend the meeting in person if at all possible.</p> <p>A Board member asked if the start time of the meeting could be delayed to facilitate their attendance and all Board members agreed a delayed start time of <b>6:15 p.m.</b></p> <p style="text-align: right;"><i>Delayed start time agreed</i></p>
	The meeting closed at 6:50 p.m.